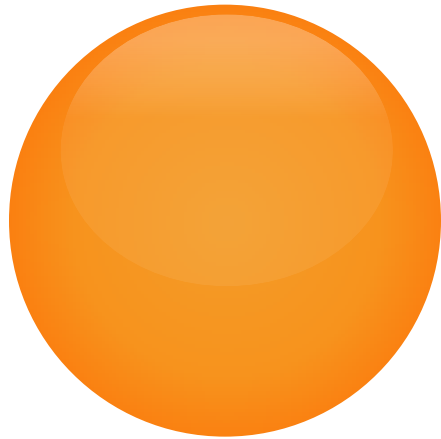


**Growing Future Leaders for Virginia's  
Behavioral Health &  
Developmental Services System**

**SystemLEAD**



## OUTLINE

Introduction  
Defining leadership  
Program Goals and  
Competencies  
Program Highlights  
and Activities  
Application process



# Human Capital Vision 2020

SystemLEAD is a component of the DBHDS  
Human Capital Vision 2020

# Building a Workforce that is "All In"

## Recruitment

Evaluate candidates on additional competencies (emotional intelligence, cross cultural, soft skills) rather than solely evaluating based on a resume of standard accomplishments

Increase emphasis on social networks

Embrace the concept of talent branding as a mechanism to attract quality talent

## Learning Management

Align learning with organizational priorities through the Virginia Public Sector Leadership Certificate Program (VPSL)

Integrate social media collaboration tools engage employees & foster a learning culture

Use mapped system competencies, stakeholder focus groups, and direction from Leadership, to develop and implement foundational on-line courses to be used for onboarding and core employee knowledge

## Career Development

Outline employee goals with the business needs of the agency in support of workforce development initiatives

Support the Direct Support Professional program to enhance the knowledge and skills of direct service professionals.

Develop opportunities for Certification/ professionalization

Expand opportunities for stretch assignments & tours of duty

## Goals & Performance

Move from bureaucratic annual reviews to dynamic business drivers

Develop process of continuous coaching & improvement

Incorporate flexible performance conversations that provide information on how to ascend the organization

Recognize both individual and organizational goal achievement

## Reward & Compensation

Communicate to realize the value of rewards delivered

Build manager skills in making pay decisions

Reward for performance

Identify methods for sustained high performance

## Succession Planning

Build culturally-diverse leadership teams and workforces with divergent backgrounds, perspectives and ideas

Continue to operate the SystemLEAD Leadership development program designed to provide future leaders with broad exposure to the senior leadership competencies

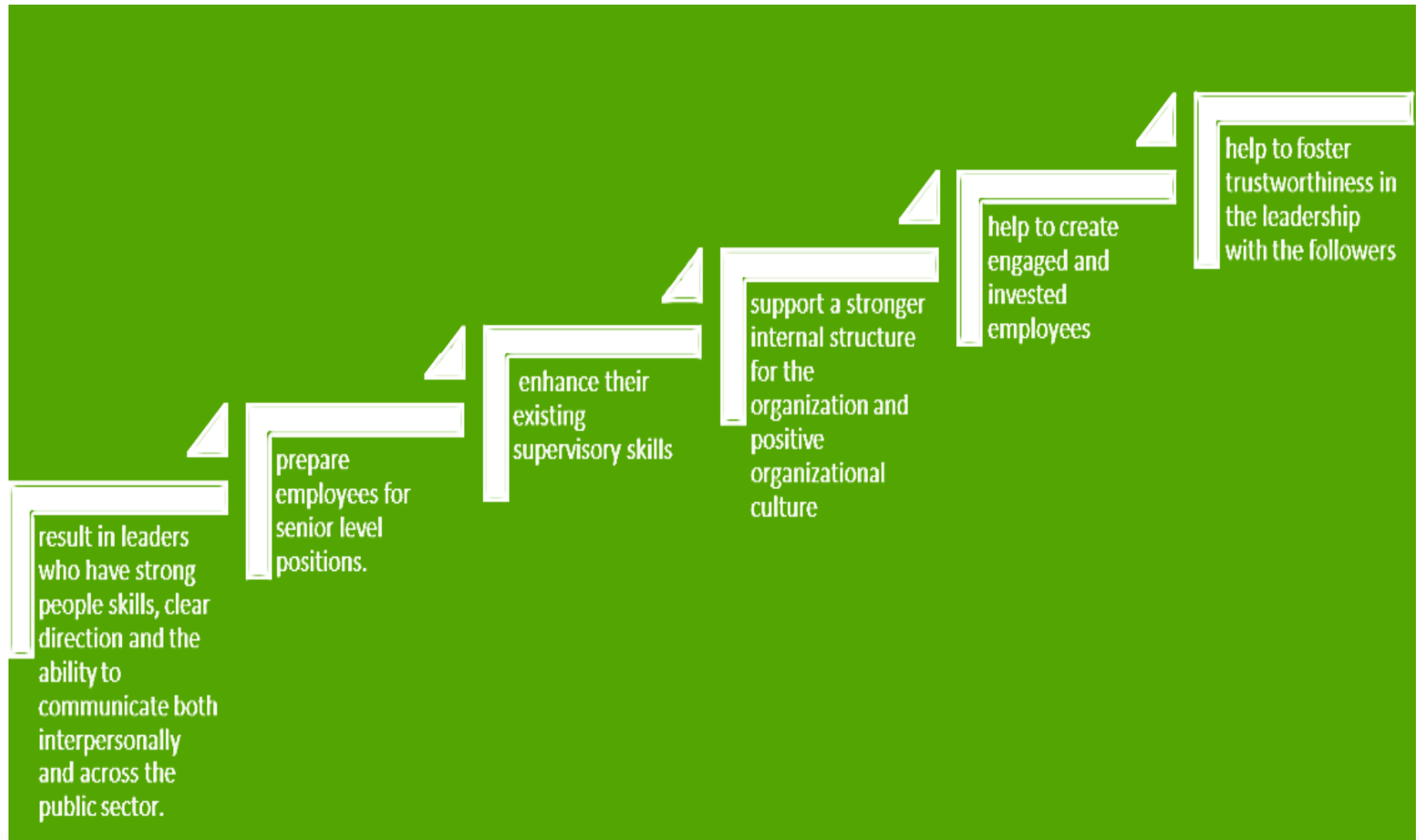
# LEADERSHIP DEVELOPMENT

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## **WHY DO WE DO IT?**

SystemLEAD is a long-term organizational strategy whose purpose is to clearly define a leader's roles, abilities and pathway to improvement within the specific context of the work in the behavioral health and developmental services system. The intention is to instruct leaders on effective management principles and skills for successful agents of change in the public sector.

# WHAT IS OUR RETURN ON INVESTMENT?





# But Ultimately...

## LEADERSHIP DEVELOPMENT IS A PERSONAL JOURNEY

- Leaders are not created by one organized program, rather, it is a continual process where the individual takes personal responsibility to educate, inspire and be proactive with self-education and training.
- SystemLEAD will not guarantee you a leadership position in the Department, rather the program gives you the skills and abilities you need to be a high-value employee and the knowledge you need to continue to grow in alignment with the Department long after the program is over.

# What are Leadership Competencies?

The U.S. Office of Personnel Management reports that “moving forward, key qualifications for leaders in government will be those that create an organizational culture which drives results, serves customers, and builds successful teams and coalitions within and outside the organization” (Sept. 2012).

*These are skills that are learned and developed over time  
and with intentional effort.*



- Designed using existing models and best practices from around the country
- Was the source of a toolkit we developed for dissemination at Secretariat level
- A part of the DBHDS Succession Plan
- Tailored from internal & external analysis of our own workforce data and future workforce trends in our system

- 1) One or more well-qualified internal candidates are prepared and ready to assume each key leadership position
- 2) Few or no superior performers who leave the organization because of lack of opportunity or lack of development
- 3) Low or no turnover rates for high potentials and high performing employees

# Core Competencies Areas

## Leading State Government

key concepts in public administration  
policy analysis and program evaluation  
communicating with Governor and Secretary's offices  
finance and budgeting  
the lawmaking process  
understanding our system

## Leading the Organization

managing change  
solving problems and making decisions  
managing politics and influencing others  
taking risks and innovating  
setting vision and strategy  
managing the work  
understanding and navigating the organization

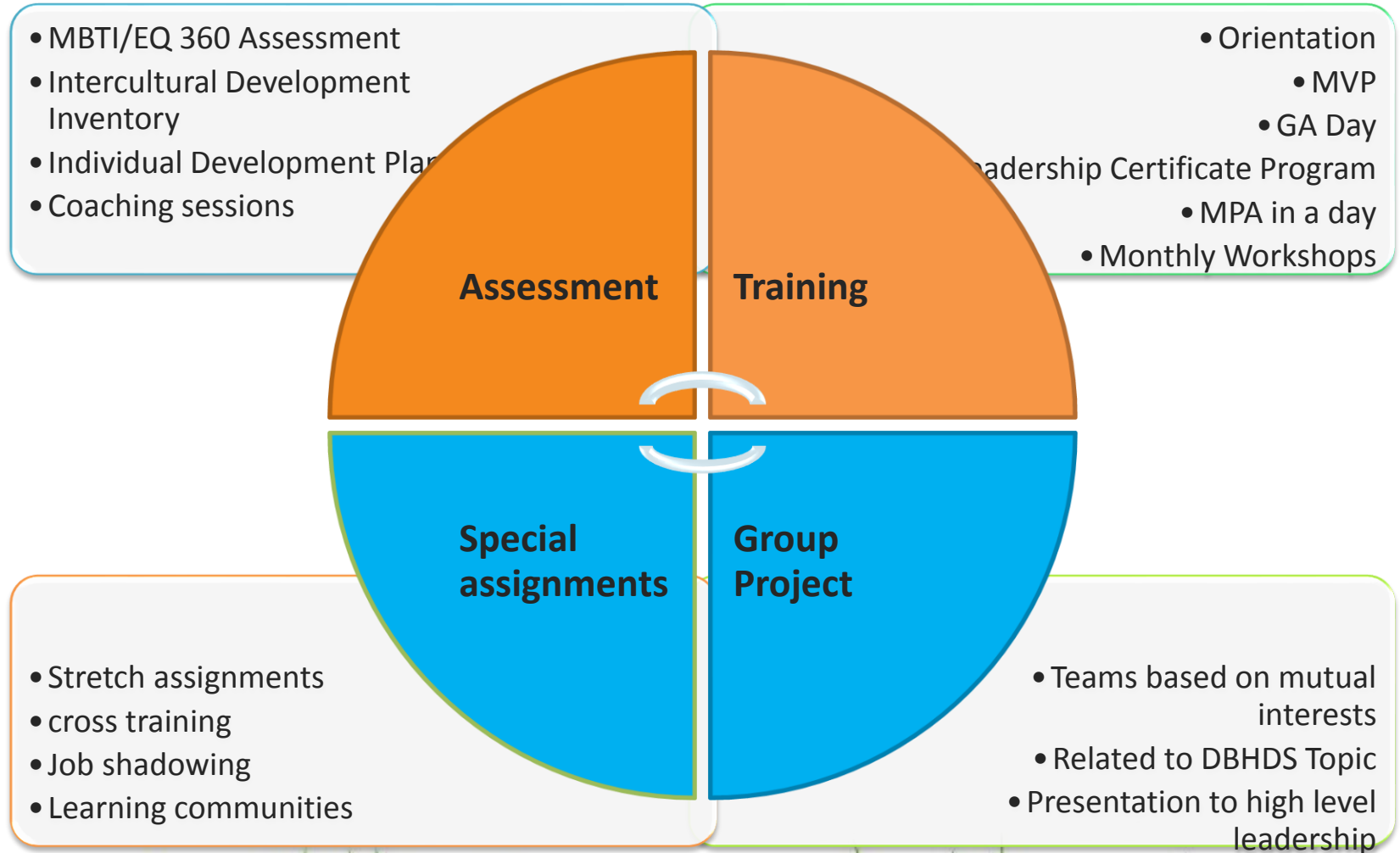
## Leading self

demonstrating ethics and integrity  
displaying drive and purpose  
exhibiting leadership behaviors  
managing yourself  
increasing self-awareness  
developing adaptability

## Leading others

communicating effectively  
developing others  
valuing diversity and difference  
Effectively resolving conflict  
coaching & mentoring  
building and maintaining relationships  
managing teams and work groups

# Program Structure





# PROGRAM HIGHLIGHTS



**Activities to expose the participants to the overall policy development environment in which DBHDS operates and will focus heavily on the role the General Assembly plays in guiding DBHDS related policy**

**2/2/17**

# General Assembly Day



# Emotional Intelligence High Performance Skills

**SKILL BUILDING:** Share results from neuroscience research that has led to a revolution in what competencies are proven to be essential for navigating life success.

**CONDUCTORS OF POSSIBILITY:** Participants will explore an organizational leadership approach that promotes their EQ skill development.

**COLLABORATIVE SERVANT LEADERSHIP:** Being our best as performers fulfilling the goals and objectives given to us by elected policymakers and working in our connected world to better achieve our mission.

**RESILIENCY & DISCIPLINE:** Focus on participants' own resiliency and resolve to further develop their abilities and demonstrate a leadership spirit of hope, optimism and action.

# Virginia Public Sector Leadership Certificate



## A 5-day Seminar designed with praxis in mind

Theoretical learning will take place in the first half of the day, and “praxis” (group work and tactical implementation) will take place in the second half of each session

# Managing Virginia Program

MVP Communication Skills  
MVP Conflict Management Skills  
MVP Customer Service Skills  
MVP e-Learning Tutorial  
MVP HR Policy & Law - Emergency and Security Awareness  
MVP Enhancing Employee Performance  
MVP Ethical Decision Making  
MVP HR Policy & Law - Alcohol and Other Drugs  
MVP HR Policy & Law - ADA  
MVP HR Policy & Law - Compensation  
MVP HR Policy & Law - Employee Selection  
MVP HR Policy & Law - FMLA  
MVP HR Policy & Law - Financial Fundamentals  
MVP HR Policy & Law - Freedom of Information Act  
MVP HR Policy & Law - EEO Law

MVP HR Policy & Law - Leave Policies  
MVP HR Policy & Law - Teleworkers  
MVP HR Policy & Law - Performance Management  
MVP HR Policy & Law - Workplace Harassment  
MVP HR Policy & Law - Return-to-Work  
MVP HR Policy & Law - Risk Management  
MVP HR Policy & Law - Standards of Conduct  
MVP HR Policy & Law - Grievance Procedure  
MVP HR Policy & Law - State Government  
MVP HR Policy & Law - Ergonomics  
MVP Leadership Styles and Essentials  
MVP Overview  
MVP Self Management  
MVP Valuing Differences

[Home](#)[Portfolio Components](#)[Leading State Government](#)[Leading the Organization](#)[Leading Self](#)[Leading Others](#)[Additional Components](#)[Free Sites](#)

**Virginia Department of  
Behavioral Health &  
Developmental Services**



## SystemLEAD Portfolio

### What is a Portfolio?

Contemporary public sector leadership skills are generally described as the ability to create a culture that is performance based, customer driven, and coalition focused. These competencies come from qualities such as being an effective communicator, exuding confidence, being a positive force, modeling objectivity, demanding transparency, building trust, demonstrating commitment, being inspirational, showing humility, and serving the mission.

A portfolio documents how the participant has achieved or is working towards achieving the SystemLEAD competency areas designed to drive results, serve customers, and build successful teams, within and outside the organization.

### What does a Portfolio demonstrate?

A portfolio is a visual illustration of how SystemLEAD participants:

- lead in a challenging and rapidly changing political climate
- possess the necessary professional skills for superior public service
- participate in and contribute to the public policy process
- analyze, synthesize, think critically, solve problems and make effective decisions
- articulate and apply a public service perspective
- communicate and interact productively with a diverse and constantly changing demographic and work environment.

*Special thanks to Virginia Tech's Center for Public Administration and Policy's MPA program concept of the student portfolio concept. Several content inclusion ideas on this site are drawn from Master of Public Administration portfolios. The design and ownership of this site is that of the Virginia Department of Behavioral Health and Developmental Services, Commonwealth of Virginia.*

**Everyone is expected to create an online personal portfolio of your leadership qualifications.**

**A Leadership Portfolio is a demonstration of individual accomplishments, skills, activities, programs and related experiences that have contributed to one's leadership development and how they align with one's current professional trajectory.**

**Leadership portfolios are used in any situation in which one needs to demonstrate leadership abilities, such as a job or internship interview.**

**They are also a key exercise in identifying strengths and weaknesses.**

**Final portfolio will be due on September 30th.**

**Guidelines and sample portfolio can be seen at**

**<http://dbhdssystemlead.weebly.com/>**



"They drive me crazy! They don't honor deadlines and it makes things worse. They d

"Why does he always interrupt me when I am talking. I don't do that to him? It is hard to get a word in edgewise! I just avoid

"How come they can't just tell me like it is. Why is

"I am so tired of her being late to meetings, what is so important that she can't get here on time?"

"Why does he have to talk so loud in the meetings? We are sitting right here in the same room? It is like he is

"They are very hard workers, I wish we could have more of them working here."

## The Intercultural Development Continuum (IDC)<sup>1</sup> Mitchell R. Hammer, Ph.D.

The Intercultural Development Continuum (IDC) describes a set of orientations toward cultural difference and commonality that are arrayed along a continuum from the more monocultural mindsets of Denial and Polarization through the transitional orientation of Minimization to the intercultural or global mindsets of Acceptance and Adaptation. The capability of deeply shifting cultural perspective and bridging behavior across cultural differences is most fully achieved when one maintains an Adaptation perspective.



# Intercultural Development Inventory

# Capstone Project

Draft projects are due November 2<sup>nd</sup> for mock presentations.

Final presentations to the Secretary, Commissioner, and other invited guests are November 16<sup>th</sup>.

## GOAL –

**The focus of the project will be to identify a key challenge in the BHDS system and develop a plan for ameliorating it.**

- Participants will review website, comprehensive plan, All-In updates, and interview existing leadership to determine the topic of their project.
- The discussion should include the identification of the current strengths and opportunities, core issues, key stakeholders, important policy processes that might be necessary, and where opportunities for innovation might exist.
- Each group has 25 minutes for presentation and Q&A from the Commissioner and invited guests.

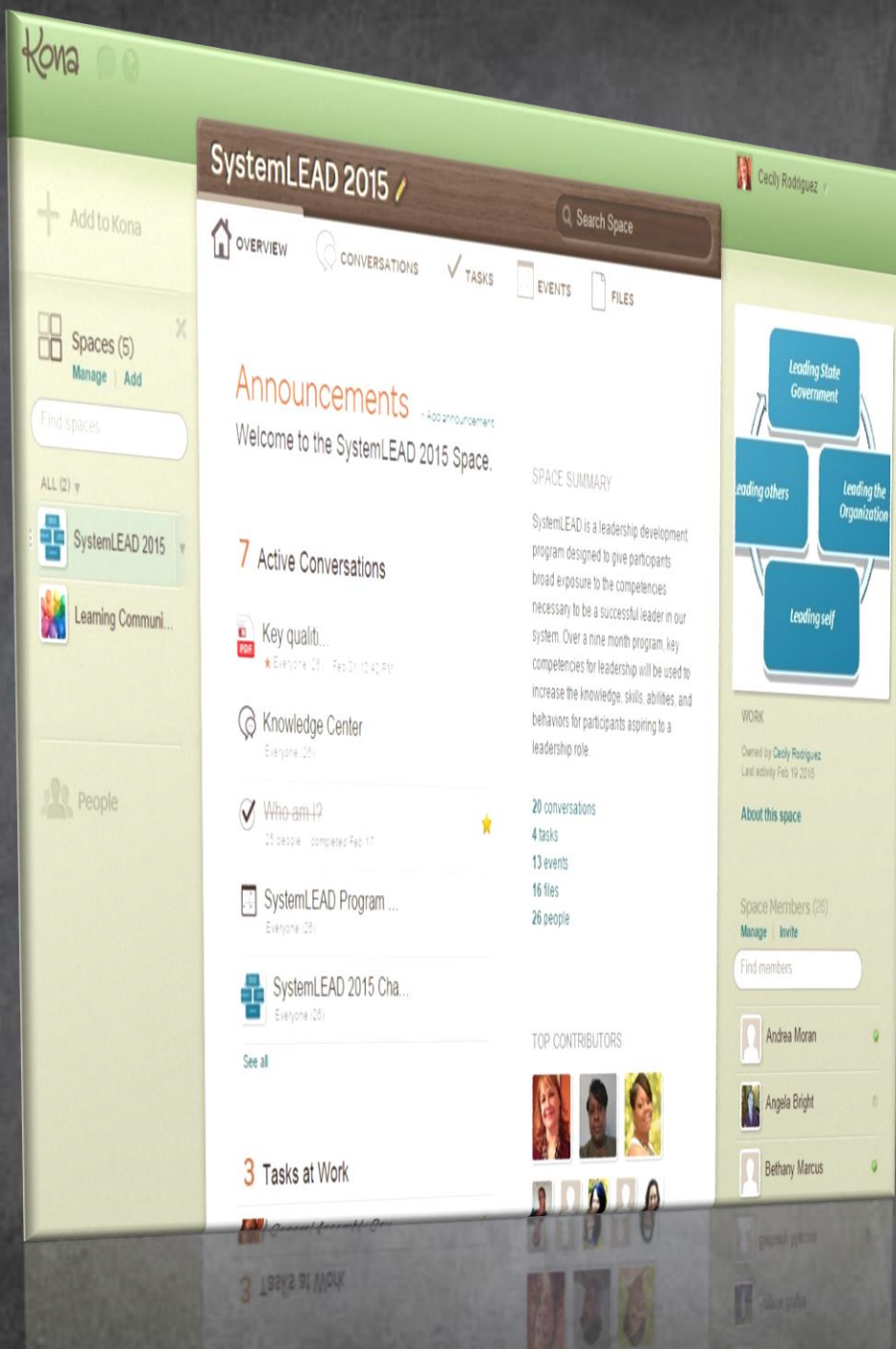


Required  
reading  
assignment  
s will come  
with most  
workshops

The MORE  
that you read,  
the MORE things  
you will know.  
The MORE that you  
Learn,  
the MORE places you'll go.



*Reading Assignments*



**SystemLEAD uses the Kona Business solution cloud-based social collaboration and productivity platform. This online tool empowers individuals and groups to connect, organize and get things across regardless of the distance between the participants.**

*Kona*

# Timeline at a Glance

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- February - Begin EQ 360/MBTI/ MVP
- 2/2 General Assembly Day (tentative)
- 2/23 Orientation
- 3/13 to 3/17 - VPSL II
- 4/6 – Workshop One- Emotional Intelligence (tentative)
- 5/4 - Workshop Two – Public Administration Professional
- 5/25 - Workshop Three – 40,000 Feet
- 6/1 – Workshop Four – Behavioral Health in the 21st Century
- 7/20 – Workshop Five – Wicked Problems, Big Opportunities
- 8/17 – Workshop Six – The Disparities Puzzle
- 9/7 – Workshop Seven – A Life like Yours – Transforming ID/DD services
- 9/28 – Workshop Eight – Persons, Places, and Processes – Balancing Organizations and the people within them
- 10/19- Workshop Nine – Hop on the Train- Future of Human Capital
- 11/2 – Project Practice & Catch Up
- 11/16 – Group Presentations & Graduation





# Application Process



# Applicant Eligibility

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- Full-time classified DBHDS employee (or CSB equivalent)
- Pay band 4 or above (or CSB equivalent)
- No active violations of state's standards of conduct (or CSB equivalent)
- Completed probationary period in your organization by the program start of February 2016
- Recent evaluation that meets or exceeds expectations (or CSB equivalent)
- Aspire to a leadership role



# Basic KSAs for selection

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Applicants must demonstrate through their resume and narrative the following knowledge, skills, and abilities:

- Introductory knowledge of management practices/principles
- Analytical and problem solving skills
- Communication skills (oral & written)
- Computer skills







Participants who are accepted to the program will be expected to:

- Attend one full week long session, monthly, and two bi-monthly, day-long workshops.
- Complete pre-workshop readings and outside classwork.
- Participate in online learning communities.
- Contribute to team projects.
- Participate in workshop activities.
- Be prepared to speak in front of peers and system leaders.
- Be an active member of the cohort; not a passive one.

## Candidate application – **DEADLINE OCTOBER 31, 2016**

- Complete form @  
<https://www.surveymonkey.com/r/SYSLEAD17APP>
- Email resume & signed performance evaluation to  
[systemlead@dbhds.virginia.gov](mailto:systemlead@dbhds.virginia.gov)

## Supervisor Recommendation

- Get supervisor to complete form @  
<https://www.surveymonkey.com/r/sysleadsupack17>

## Other Recommendation

- Choose someone who will spend time articulating your strengths
- Have them complete form @  
<https://www.surveymonkey.com/r/sysleadrec17>
- Panel interviews – November 9<sup>th</sup> and December 1<sup>st</sup>
- Announcement- January 3<sup>rd</sup>

# Additional items for application packet

- You will need recommendation surveys from two individuals. One must be from your immediate supervisor.
- One can be from someone who is familiar with your work, your leadership skills, and/or your management/supervision style.
- You will need to forward a copy of your **current resume** AND your **most recent SIGNED performance evaluation** to [systemlead@dbhds.virginia.gov](mailto:systemlead@dbhds.virginia.gov).
  - *Please ensure that your resume is current and has a complete work and educational history.*
  - *It may include additional professional training and certifications that you have obtained in the course of your professional development.*
  - *The performance evaluation must have the appropriate signatures or it will not be considered complete.*

# Supervisor's Acknowledgement SAMPLE

## ACKNOWLEDGEMENT

I understand that this participant is applying for a rigorous nine month program that is designed to prepare her/him for a broad range of leadership roles in the state system.

If she/he is accepted, she/he will be expected to

- attend one full week long session
- monthly (several bi-monthly) day-long workshops
- complete pre-workshop readings and outside class work
- participate in online learning communities
- contribute to team projects
- participate in workshop activities
- be prepared to speak in front of peers and system leaders
- be an active member of my cohort; not a passive one

Please mark yes or no to acknowledge your support for this individual in the SystemLEAD program.

- Yes
- No
- If no, please explain

# Additional Recommendation - SAMPLE

This form is to be used to provide a recommendation from an additional person who is familiar with the work style, leadership potential, or management or supervisory experience and philosophy of the individual applying for consideration as a participant in the DBHDS SystemLEAD program. Why do you believe that the applicant is a good candidate for SystemLEAD. Be Specific.

- What knowledge does the candidate have of basic management principles and practices? Be specific.
- Describe the candidates analytical and problem solving skills. Be specific.
- Describe the candidate's communication skills. Be Specific.
- How long have you known the candidate and in what capacity?

# PARTNERS



Decide  
Smart

Weldon Cooper Center for Public Service • University of Virginia

Senior Executive Institute





## **How many openings are there for the program?**

- Twenty-five will be selected for this cohort.

Where will the week long session be held in the state?

- All sessions will be held in the Richmond area.

## **Who would incur the cost of travel, lodging, food, etc. for those coming from out of town?**

- The facility in which the participant works will be responsible for working with the participant and the SystemLEAD team to coordinate these logistics.

## **The Commissioner's memo referenced the relative age of department employees. Is there an age restriction for eligibility?**

- The memo referred to early to mid career professionals. This did not imply age. In other words, the program is intended for anyone who is interested in moving into leadership positions.

## **What if we have conflicts with the scheduled training dates? Are you able to be excused those days?**

- All participants are expected to attend every session. All sessions are scheduled and listed on the website so that you can save the dates now.

## **What is the distribution of candidate selectees from central office vs. facilities?**

- The selection panel will seek to ensure a diverse representation from as many divisions within Central Office and Facilities as possible based on the number of qualified applicants that are available.

## **Who selects the applicants?**

- A panel selected by the Commissioner will review all qualifying applications. Screened applicants will then be selected for interviews by the panel. The panel will make a final decision after the interview process.

## **How will applicants be screened?**

- Panel members will use a numerically based screening criteria based on a number of factors including, but not limited to, the eligibility criteria, the strength of their essay questions, their recommendations, work experience, and interview experience.

## **For the week long training do we have to use our own leave?**

- No, this is work-related leadership development training. All of these workshops will be considered work related.

# Know someone who wants to grow with us?

**2017 APPLICATION PERIOD UNTIL**

***October 31, 2016***

***Want more info?***

***Webinar- October 19, 2016***

***2:00pm***

Do you have questions about SystemLEAD and the application process? Join us for an overview of the 9 month program and a discussion about the application process.

## **SystemLEAD Application Webinar 2017**

Start Time: 10/18/16 2:00 PM

Duration: 01:00

URL: <http://dbhds.acms.com/syslead2017/>

## **Audio Conference Details**

Audio Conference Number - 18008320736

MeetingOne Conference Room Number: 3850429



Virginia Department of  
Behavioral Health &  
Developmental Services